CEVA Logistics

TEMS

TNTL EVENT MANAGEMENT SYSTEM



CUSTOMER USER MANUAL

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1. Introduction

Telstra will have access to the TEMS system via the web. Each user logs on with the allocated login ID and password.

The Login ID and password will be validated against the CEVA web user identity management system. If the authentication fails, the access to the user is denied at this stage.

If the contract layer access is permitted, the next layer (optional) checks for the business unit's access for the user. When multiple business units (eg: TIL, EZ, TE, TMS Adv Services etc...) are implemented for a contract, the system checks the external users access for the individual business units. The user is expected to select from a drop down list of business units. At any given time only one business unit access is allowed for an external user. Special functions will be provided to swap between allowable contracts without logging out completely from the system.

Note: Enquiry type Sundry Request will have only limited access by external Customer. Only Vendor Managers and Regional Manager are permitted to log an inquiry for Sundry storage requests.

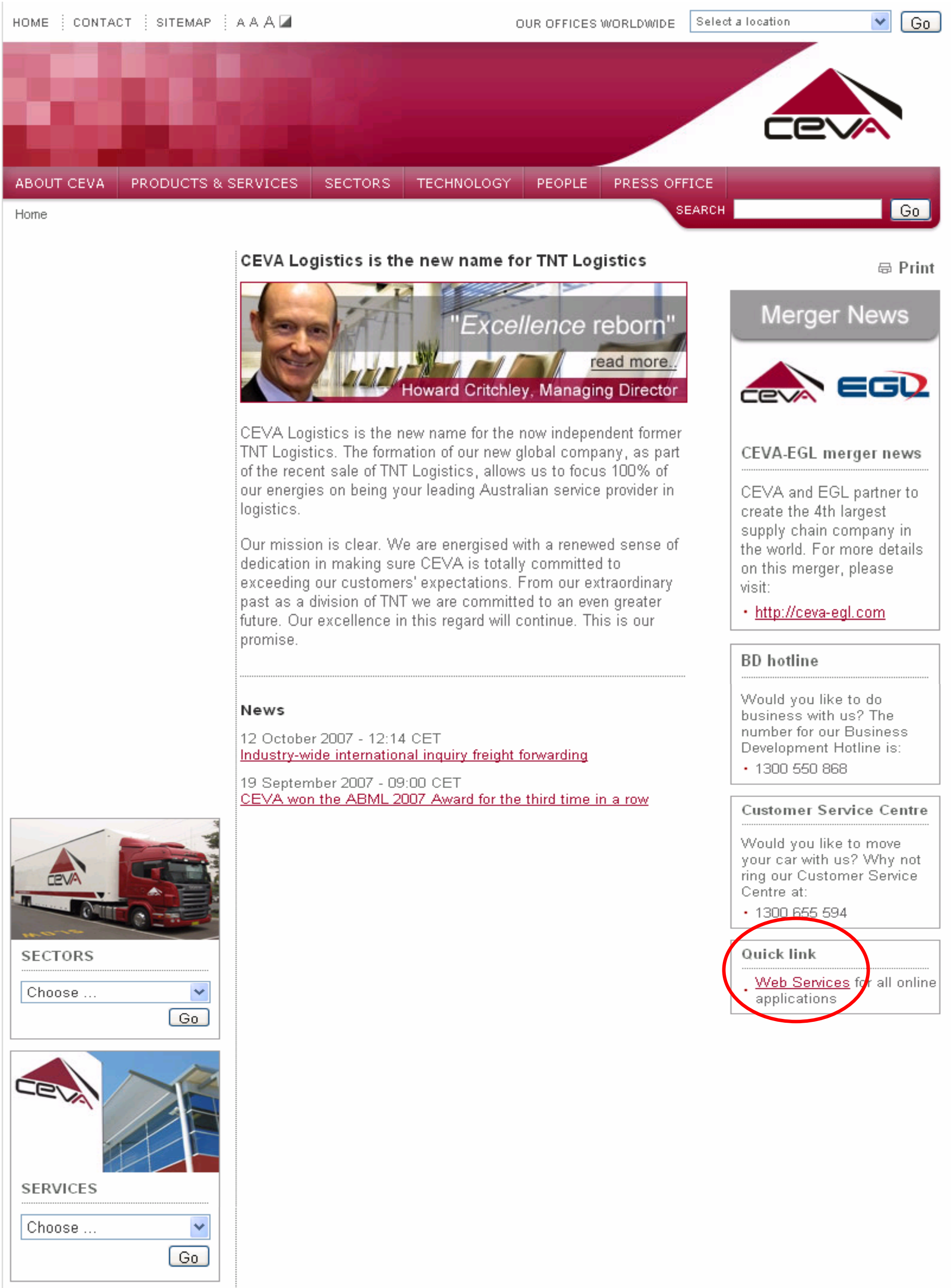
An automatic email notification will be sent to customers email id after successful creation of an enquiry and regular automated e-mail updates will be sent at various stages on the enquiry.

The following three major functions will be performed via the web.

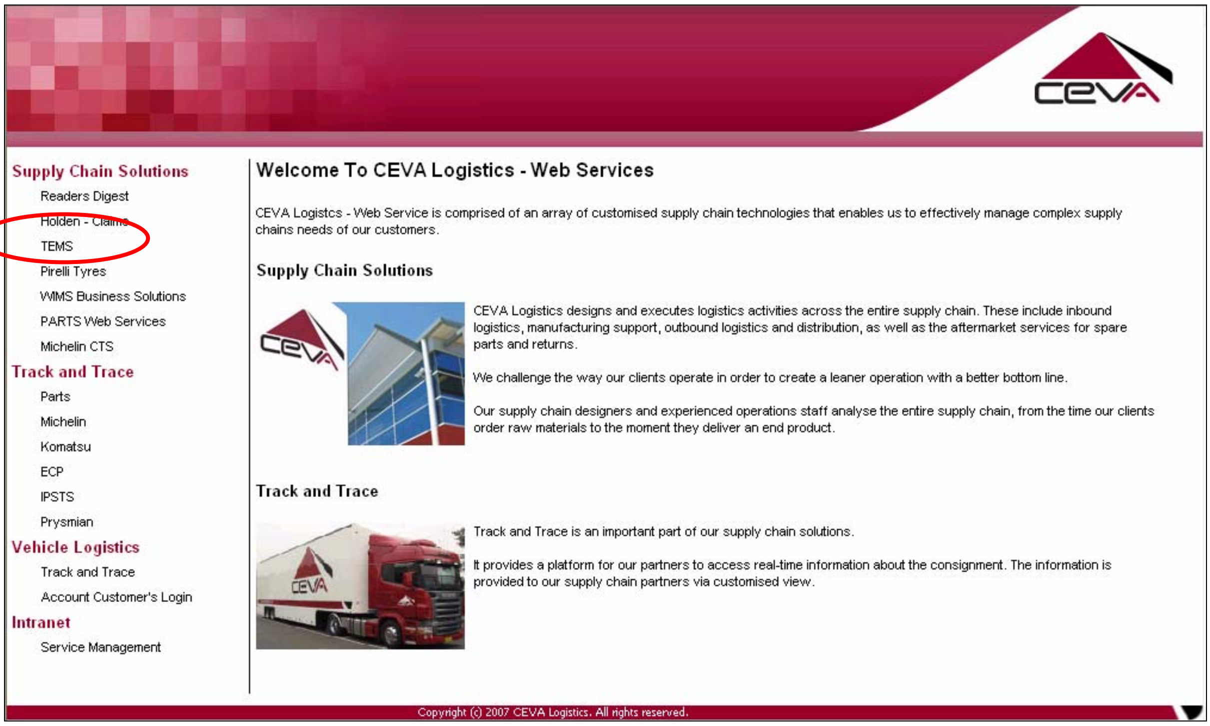
- Create New Enquiry
- View Enquiry Status
- Re-Open Enquiry

2. Customer Login

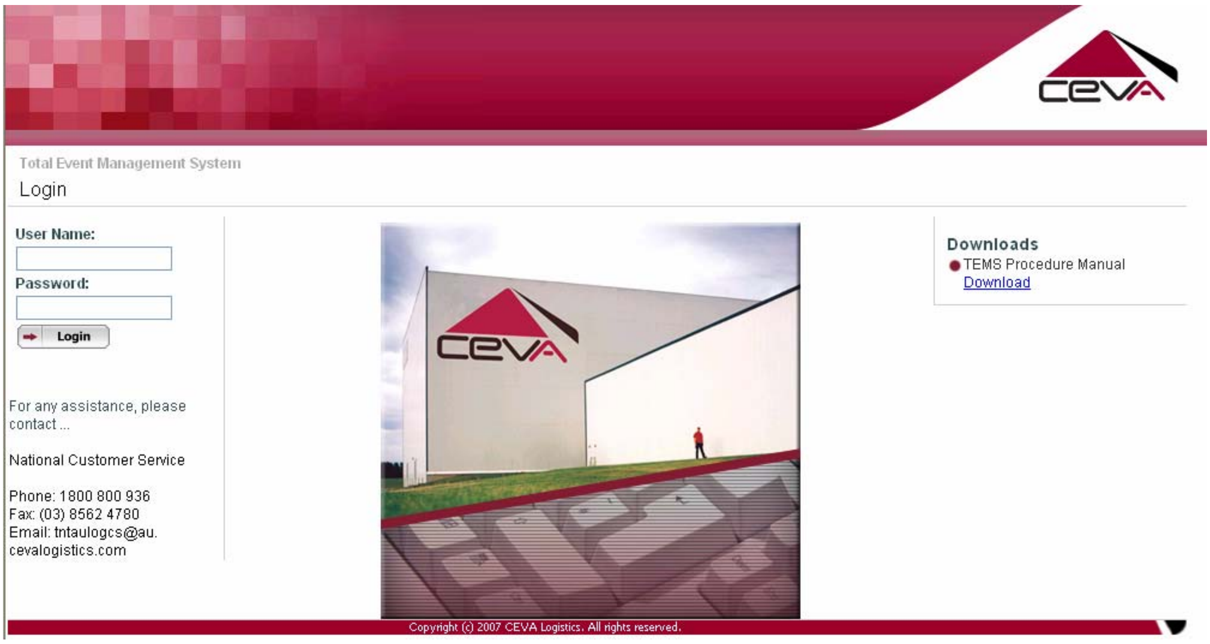
- TEMS is accessed via the CEVA website: www.au.cevalogistics.com



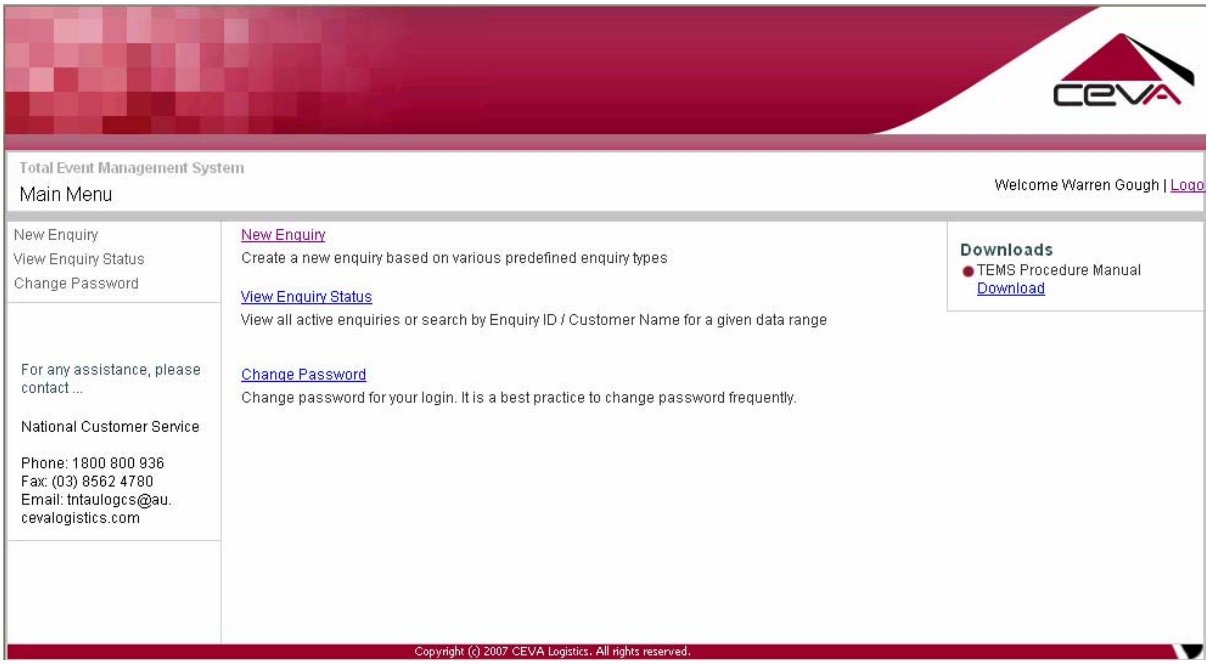
- Select the "Web Services" link



- Select "TEMS" link

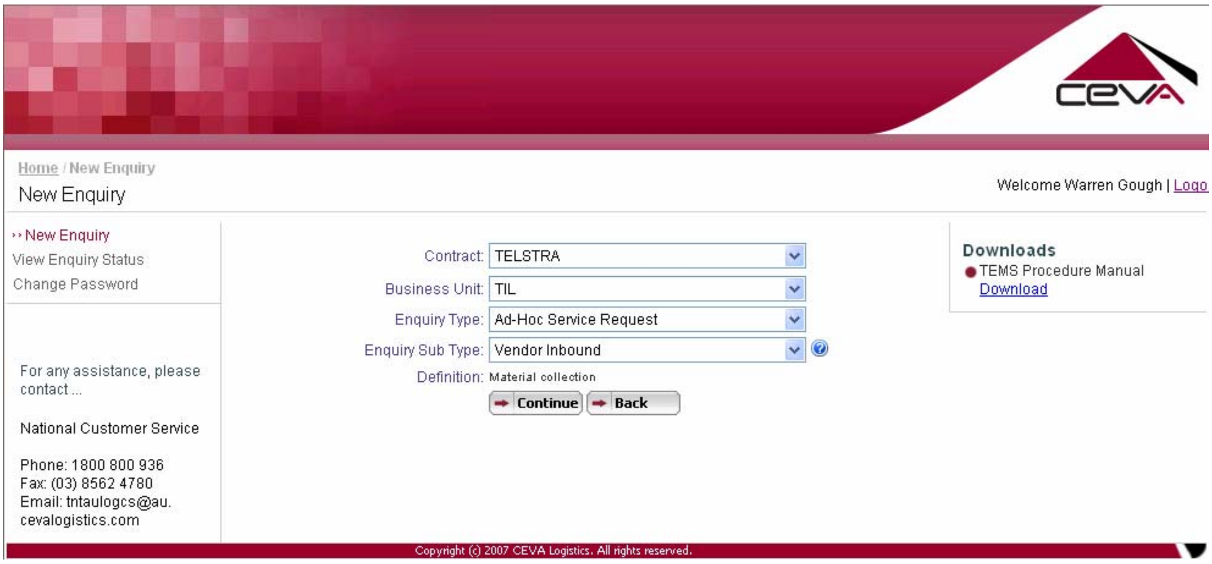


- Customer login screen

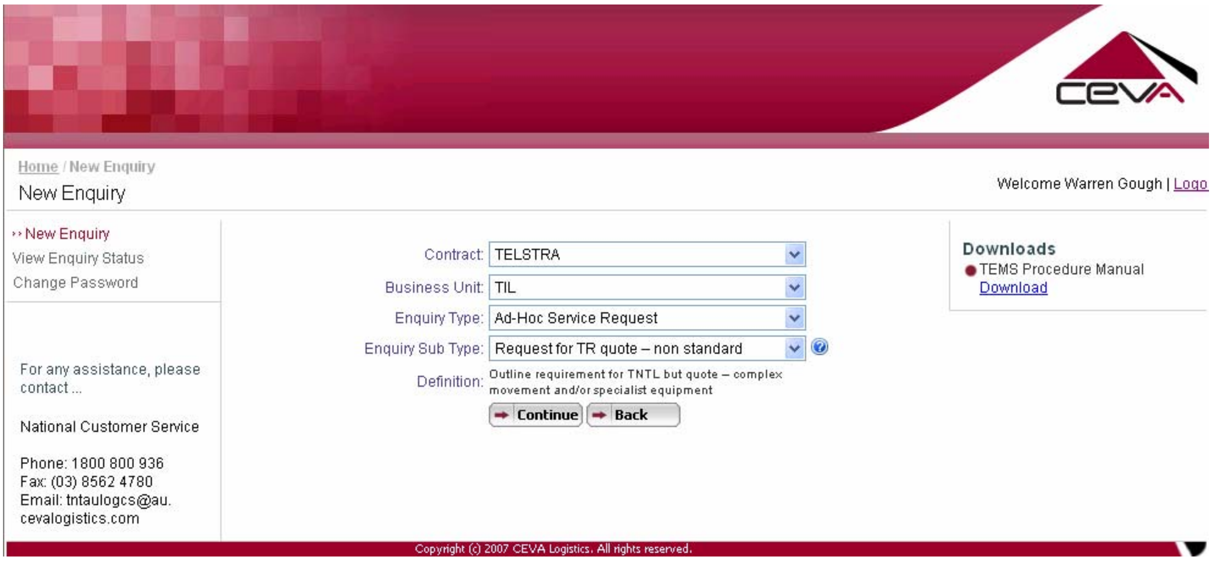


- Customer logged into screen successfully

3. New Enquiry

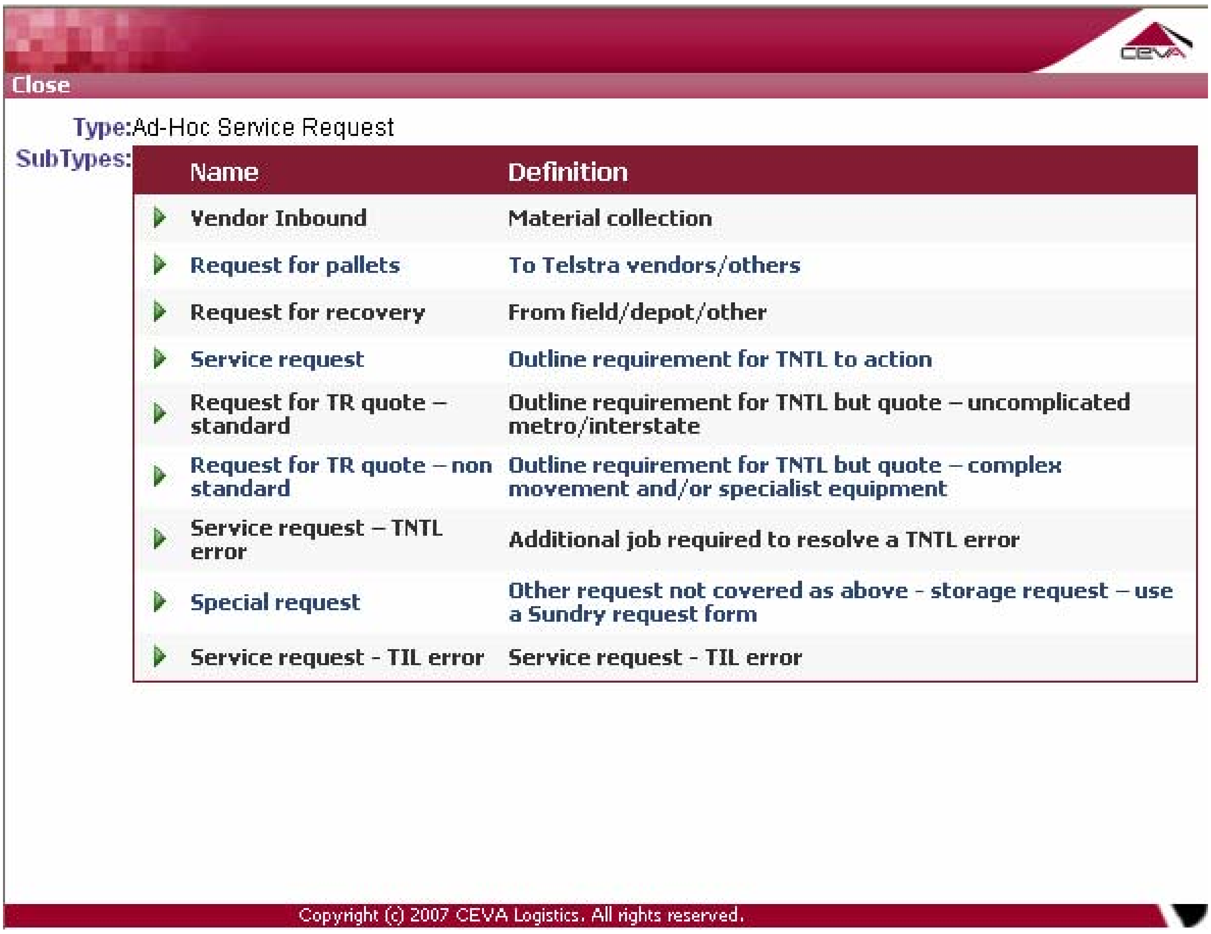


- Select “New Enquiry”
- Select “Business Unit” from drop down list
- Select “Enquiry Type” from drop down list
- Select “Enquiry Sub Type” from drop down list



- Once “Enquiry sub type” selected – definition for that sub-type will appear on screen

4. Enquiry Sub-type definitions



Close

Type:Ad-Hoc Service Request

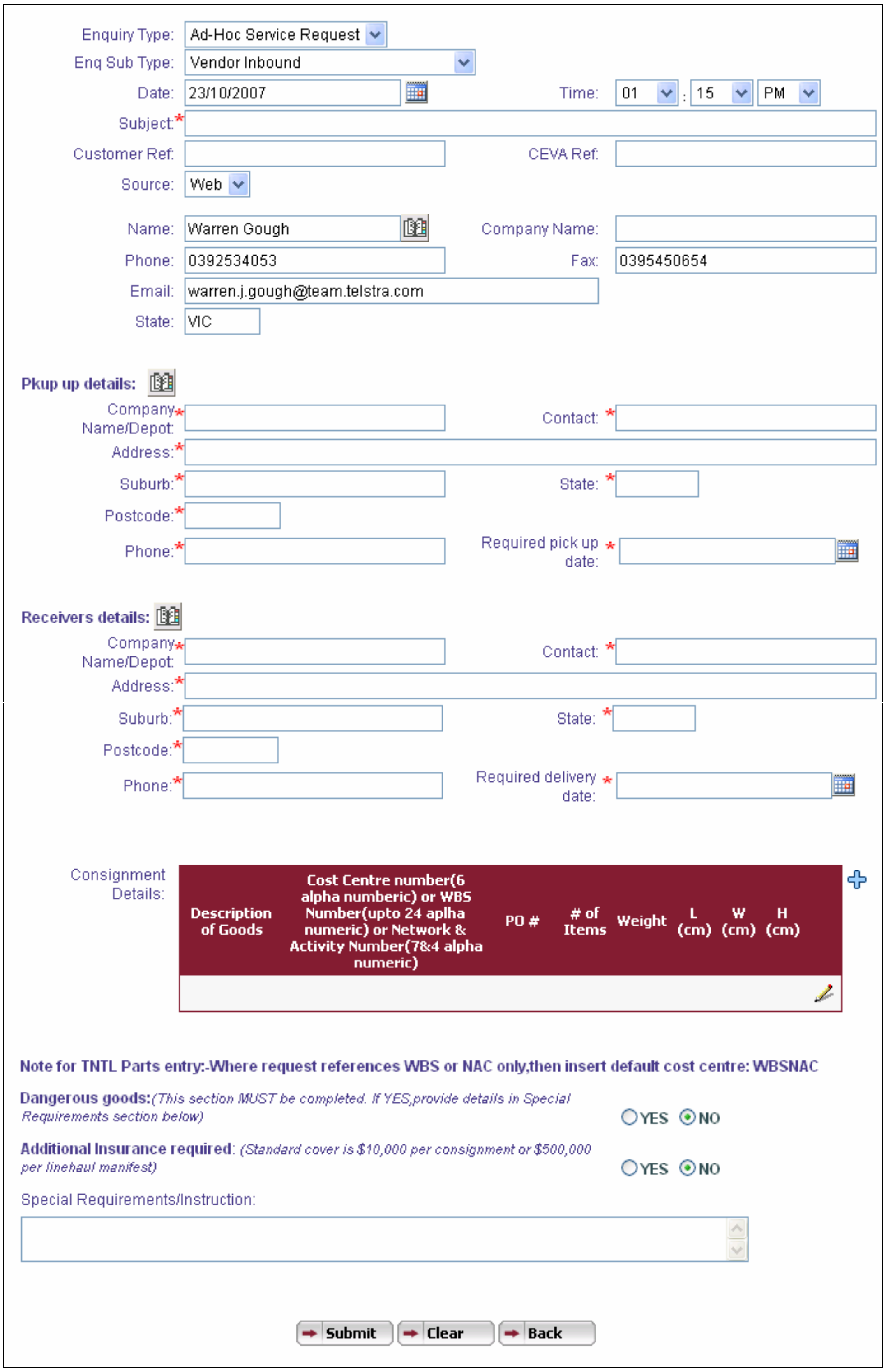
SubTypes:

Name	Definition
Vendor Inbound	Material collection
Request for pallets	To Telstra vendors/others
Request for recovery	From field/depot/other
Service request	Outline requirement for TNTL to action
Request for TR quote – standard	Outline requirement for TNTL but quote – uncomplicated metro/interstate
Request for TR quote – non standard	Outline requirement for TNTL but quote – complex movement and/or specialist equipment
Service request – TNTL error	Additional job required to resolve a TNTL error
Special request	Other request not covered as above - storage request – use a Sundry request form
Service request - TIL error	Service request - TIL error

- Once you have selected an enquiry type, by clicking on the key, a list of the definitions of the sub-types will appear for that enquiry type.

- Complete all fields with-in the below enquiry form.

5. Create a new enquiry – Ad- hoc Service Request



Enquiry Type: Ad-Hoc Service Request
Enq Sub Type: Vendor Inbound
Date: 23/10/2007 Time: 01 : 15 PM
Subject:*
Customer Ref: CEVA Ref:
Source: Web

Name: Warren Gough Company Name:
Phone: 0392534053 Fax: 0395450654
Email: warren.j.gough@team.telstra.com
State: VIC

Pkup up details:

Company Name/Depot:* Contact:*
Address:*
Suburb:* State:*
Postcode:*
Phone:* Required pick up date:*

Receivers details:

Company Name/Depot:* Contact:*
Address:*
Suburb:* State:*
Postcode:*
Phone:* Required delivery date:*

Consignment Details:

Description of Goods	Cost Centre number(6 alpha numberic) or WBS Number(upto 24 aplha numeric) or Network & Activity Number(7&4 alpha numeric)	PO #	# of Items	Weight	L (cm)	W (cm)	H (cm)

Note for TNTL Parts entry:-Where request references WBS or NAC only,then insert default cost centre: WBSNAC

Dangerous goods:*(This section MUST be completed. If YES,provide details in Special Requirements section below)* YES NO

Additional Insurance required: *(Standard cover is $10,000 per consignment or $500,000 per linehaul manifest)* YES NO

Special Requirements/Instruction:

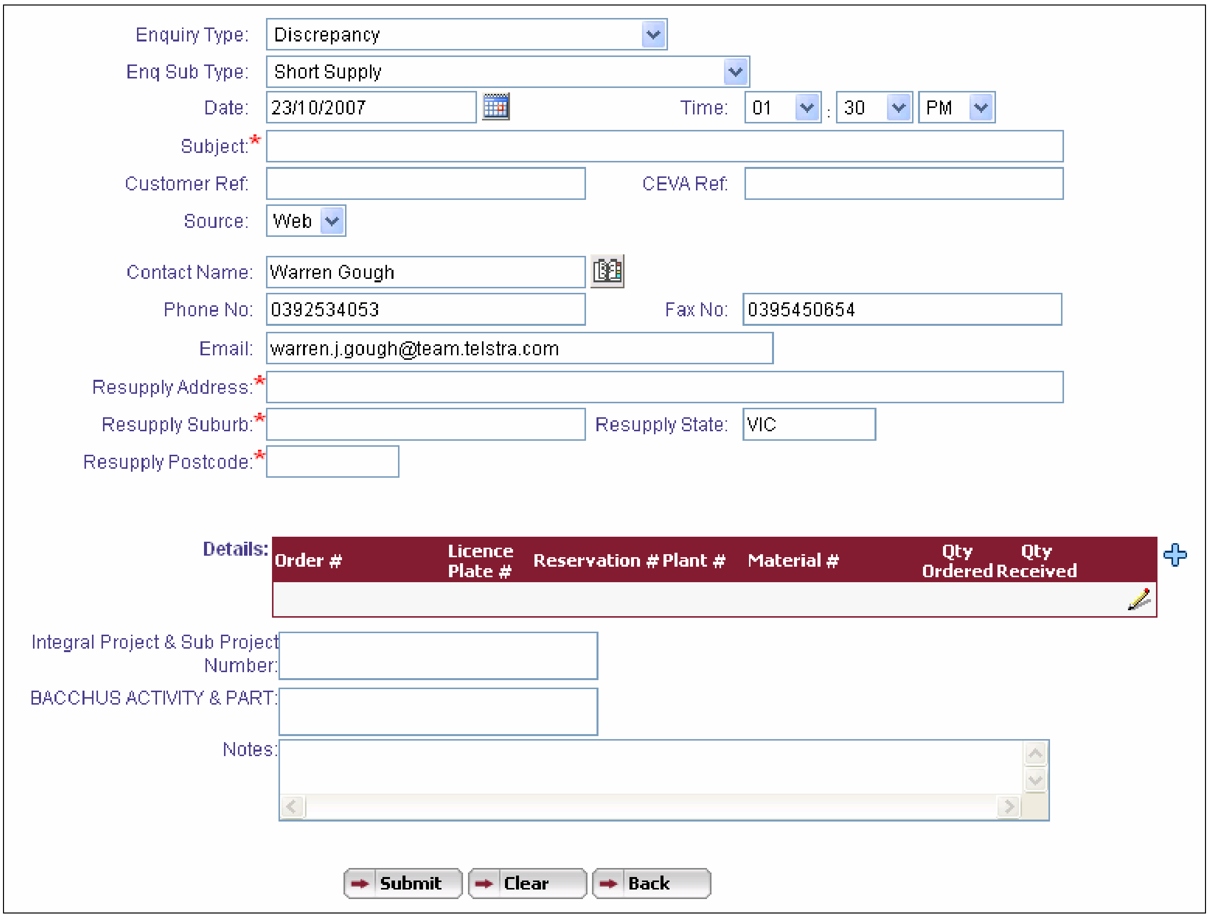
Submit Clear Back

- Enquiry sub-types for **Ad-hoc Service request**:
  - Vendor Inbound
  - Request for pallets
  - Request for recovery
  - Service request
  - Request for TR quote – standard
  - Request for TR quote – non standard
  - Service request – CEVAL error
  - Special request
  - Service Request – TL Error

SUBJECT FIELD

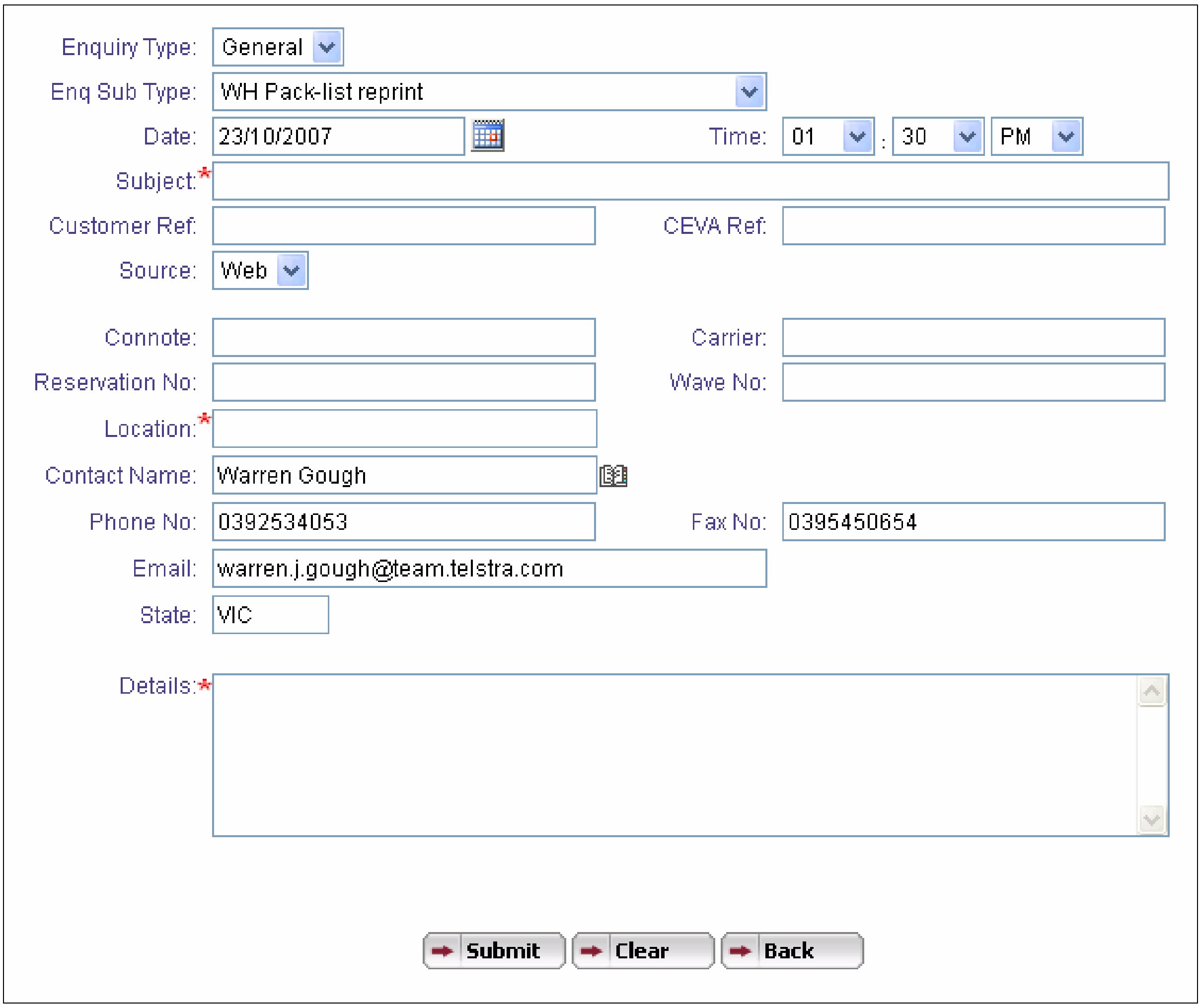
In keeping the subject field consistent through out, the subject field needs to be entered with the Pick up suburb and the Delivery suburb i.e. MULGRAVE - KEWDALE

6. Create a new enquiry - Advise of Material Discrepancy or Damage form



- Enquiry sub-types for **Advise of Material Discrepancy or Damage**:
  - Short supply
  - Wrong item
  - Over supply
  - Damaged
  - Supplier error
  - PMC – Short supply
  - PMC – Over supply
  - PMC – Wrong Item
  - PMC – Damaged
  - PMC – Supplier Error

7. Create a new enquiry - General Customer Service Enquiry Form



Enquiry Type: General
Enq Sub Type: WH Pack-list reprint
Date: 23/10/2007 Time: 01 : 30 PM
Subject:*
Customer Ref: CEVA Ref:
Source: Web
Connote: Carrier:
Reservation No: Wave No:
Location:*
Contact Name: Warren Gough
Phone No: 0392534053 Fax No: 0395450654
Email: warren.j.gough@team.telstra.com
State: VIC
Details:*

Submit Clear Back

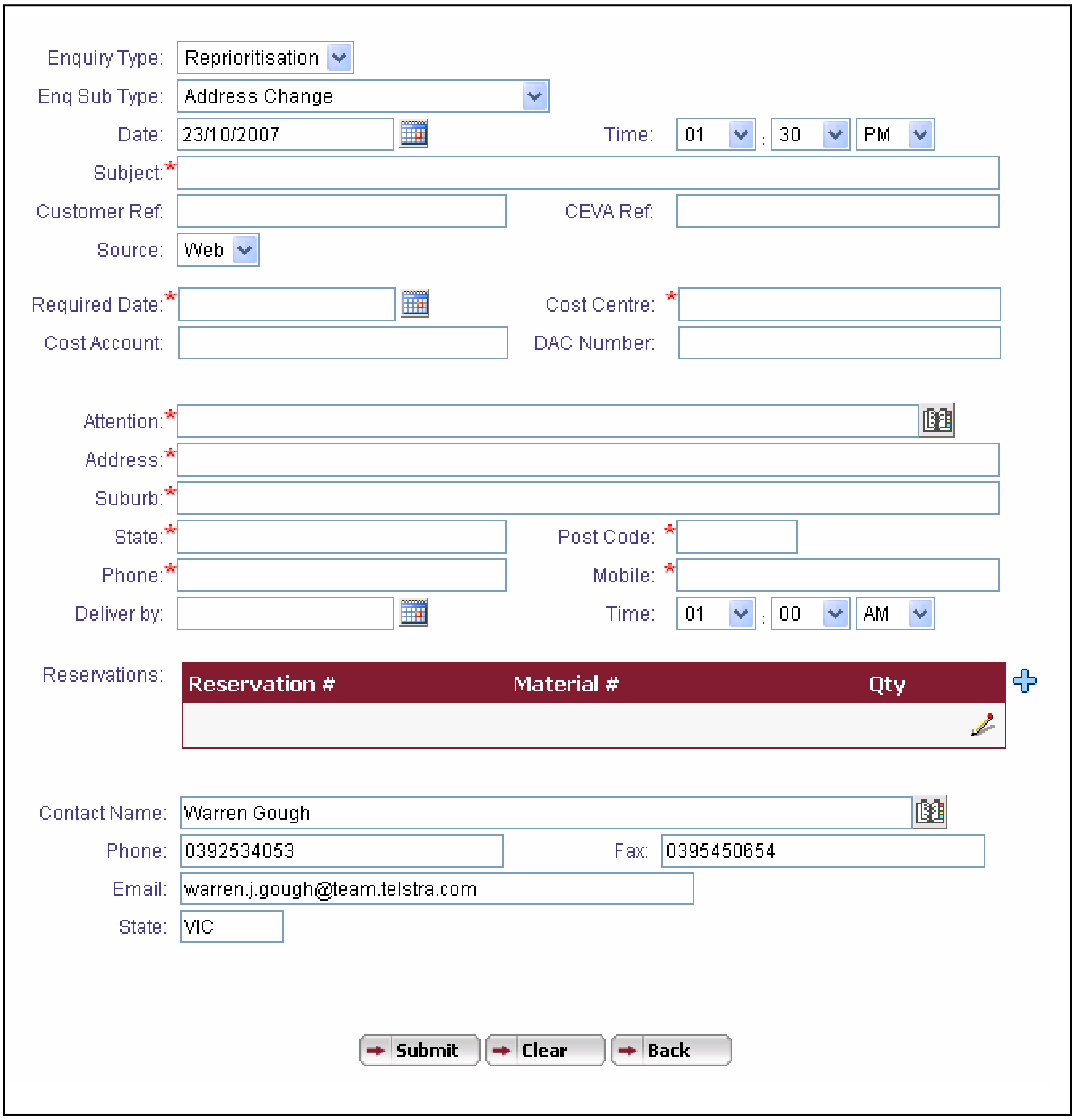
- Enquiry sub-types for **General Customer Service**:
  - WH Pack-list reprint
  - WH Quarantined Stock
  - WH Receiving Query
  - WH System Query
  - WH Stock Check
  - WH Transfer Query
  - TR Failed recoveries – other
  - TR Failed recoveries – milk runs
  - TR ETA
  - TR POD
  - TR Futile
  - TR Failed Special requirements – CEVA error
  - TR Failed Special requirements – Customer error

- TR Failed normal – CEVA error urgent M
- TR Failed normal – CEVA error urgent NM
- TR Failed normal – CEVA error non urgent
- TR failed normal – Customer error
- Urgent Confirmation
- Collection from DC
- PMC – Overdue LRA Awaiting Ceva Acceptance
- PMC – Overdue LRA Awaiting Ceva Consolidation
- PMC – Awaiting Ceva to despatch
- PMC – Awaiting Ceva to deliver
- PMC – Awaiting Ceva to complete
- PMC – Track and Trace Enquiry Follow Up
- PMC – Receipt Enquiry
- PMC – Stock Check
- PMC- Ceva System Query
- TR Late Delivery
- Other

SUBJECT FIELD – URGENT CONFIRMATION

In keeping the subject field consistent with Urgent Confirmation requests the subject field should be entered with the Reservation Number and the DC that the urgent is being picked from i.e. Res 1234567 DC53

8. Create a new enquiry - Reprioritisation Request Form

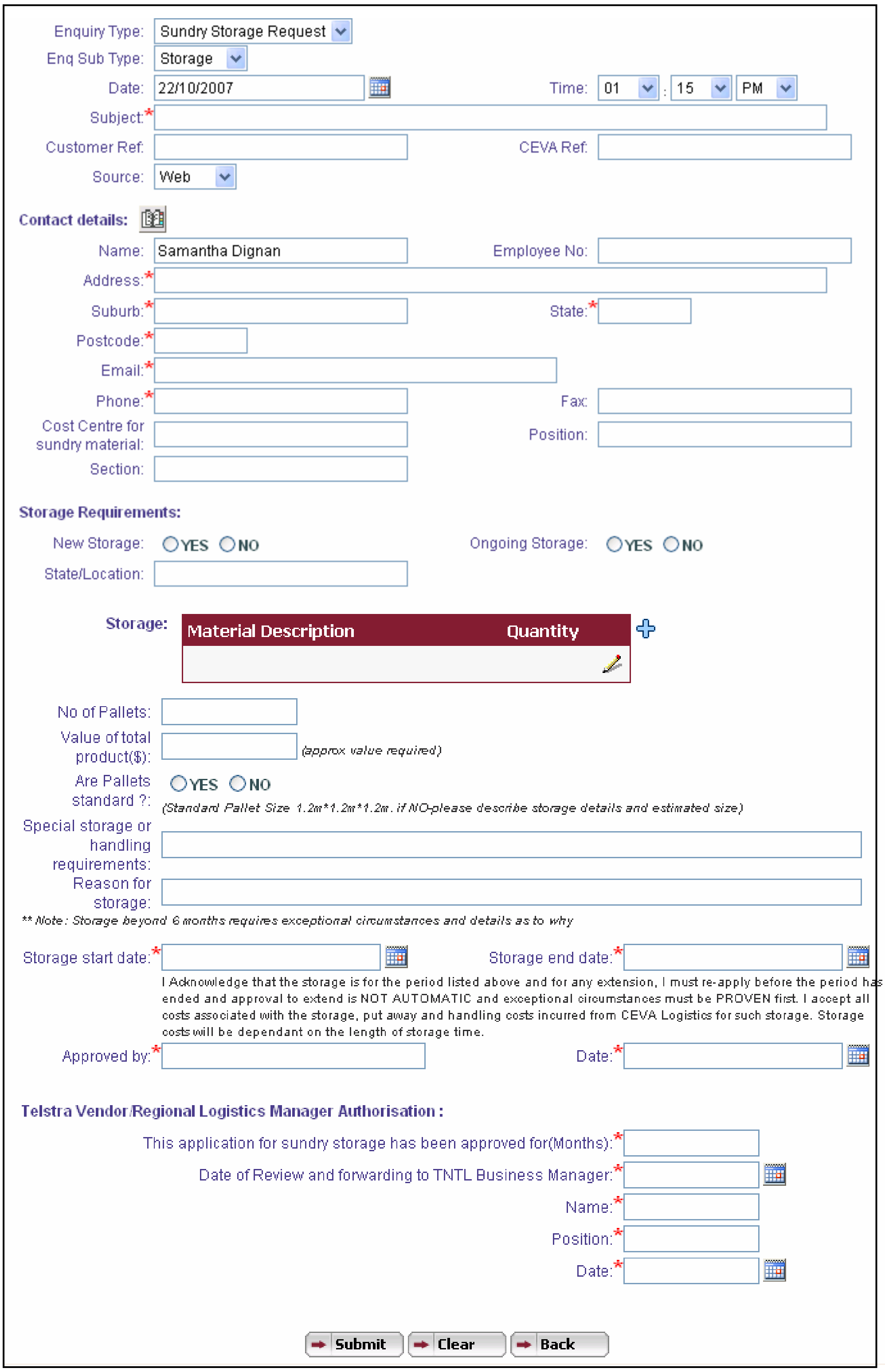

Enquiry Type: Reprioritisation
Enq Sub Type: Address Change
Date: 23/10/2007 Time: 01 : 30 PM
Subject:*
Customer Ref: CEVA Ref:
Source: Web
Required Date:* Cost Centre:*
Cost Account: DAC Number:
Attention:*
Address:*
Suburb:*
State:* Post Code:*
Phone:* Mobile:*
Deliver by: Time: 01 : 00 AM
Reservations:

Reservation #	Material #	Qty

Contact Name: Warren Gough
Phone: 0392534053 Fax: 0395450654
Email: warren.j.gough@team.telstra.com
State: VIC
Submit Clear Back

- Enquiry sub-types for **Reprioritisation**:
  - Address Change
  - Customer Error
  - Service Upgrade
  - Service Upgrade – Collection from DC
  - CEVAL Error
  - Cancellation

9. Create a new enquiry - Sundry Storage Request Form



Enquiry Type: Sundry Storage Request
Enq Sub Type: Storage
Date: 22/10/2007 Time: 01 : 15 PM
Subject:*
Customer Ref: CEVA Ref:
Source: Web

Contact details:

Name: Samantha Dignan Employee No:
Address:*
Suburb:* State:*
Postcode:*
Email:*
Phone:* Fax:
Cost Centre for sundry material: Position:
Section:

Storage Requirements:

New Storage: YES NO Ongoing Storage: YES NO
State/Location:

Storage:

Material Description	Quantity

No of Pallets:
Value of total product($): *(approx value required)*
Are Pallets standard ?: YES NO *(Standard Pallet Size 1.2m*1.2m*1.2m. if NO-please describe storage details and estimated size)*
Special storage or handling requirements:
Reason for storage:
*** Note: Storage beyond 6 months requires exceptional circumstances and details as to why*

Storage start date:* Storage end date:*
I Acknowledge that the storage is for the period listed above and for any extension, I must re-apply before the period has ended and approval to extend is NOT AUTOMATIC and exceptional circumstances must be PROVEN first. I accept all costs associated with the storage, put away and handling costs incurred from CEVA Logistics for such storage. Storage costs will be dependant on the length of storage time.
Approved by:* Date:*

Telstra Vendor/Regional Logistics Manager Authorisation :

This application for sundry storage has been approved for(Months):*
Date of Review and forwarding to TNTL Business Manager:*
Name:*
Position:*
Date:*

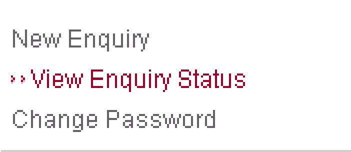
Submit Clear Back

- Enquiry sub-types for **Short Timeframe Storage (Sundry) form**:
  - Storage

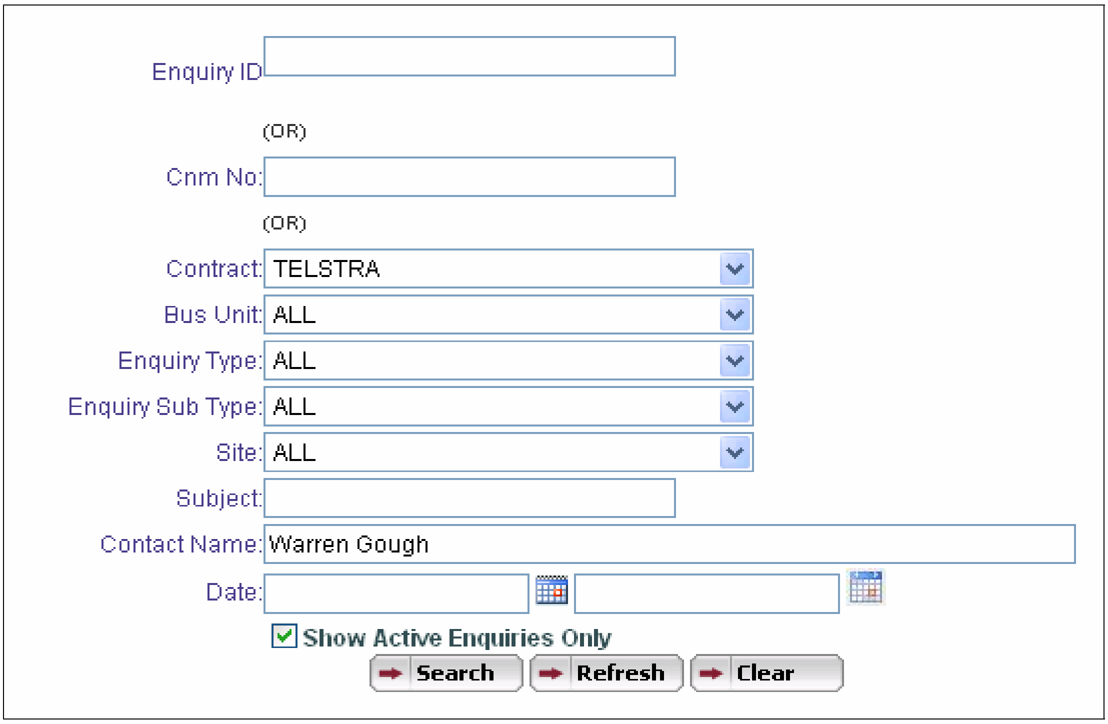
- Only authorised Telstra users (Regional Managers and Vendor Manager) are permitted to submit a Sundry request

- Complete all new enquiry fields once completed select submit to log the enquiry.
- The submit function will confirm to you your enquiry ID number
- At new enquiry confirmation stage the system will also allow you to create another new enquiry without logging out by selecting Create another enquiry or Print
- An automatic e-mail notification will be sent to your nominated e-mail address confirming your enquiry has been successfully logged with CEVA National Customer Service
- The audit history of the new enquiry will change when the enquiry has been handled and investigated by CEVA National Customer Service and site support such as –
    - Submitted
    - On Hold
    - Released
    - Assigned
    - Work Instructions (CEVAL site operators have key work step set for some enquiries, as the work steps have been completed TL will receive audit trail of the work instructions completed)
    - Complete (all set work instructions have been completed)
    - Resolved

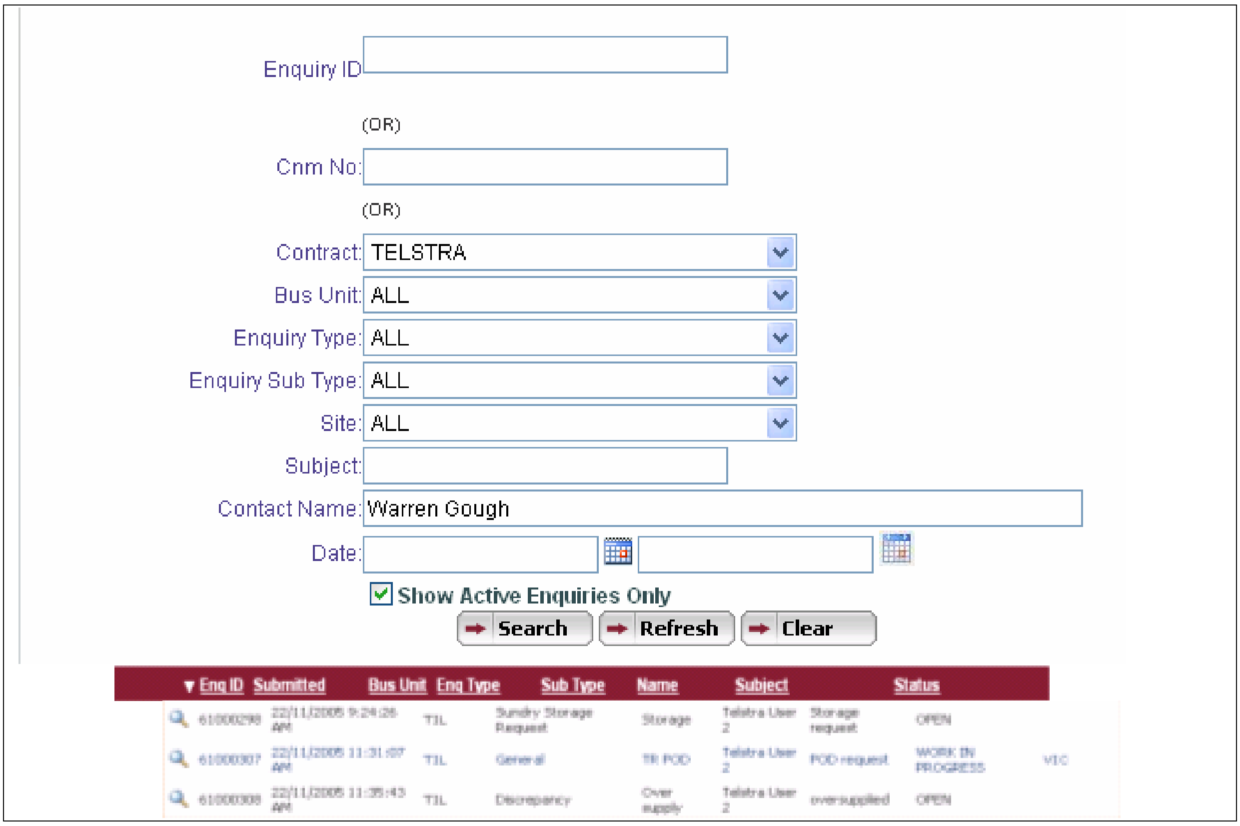
10. View Enquiry Status



- Select View Enquiry Status

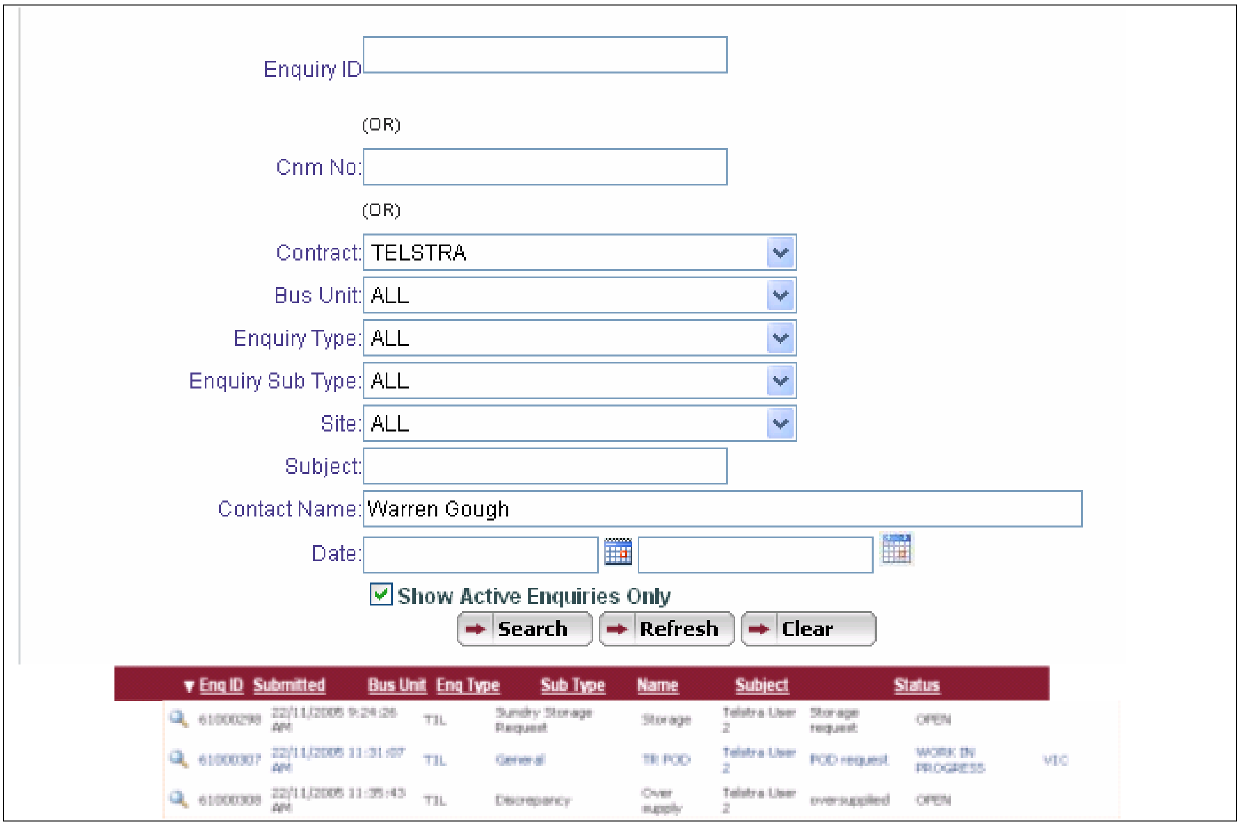


- User logged into the system will automatically populate in contact name field
- Select "Refresh" to view all open and WIP enquiries

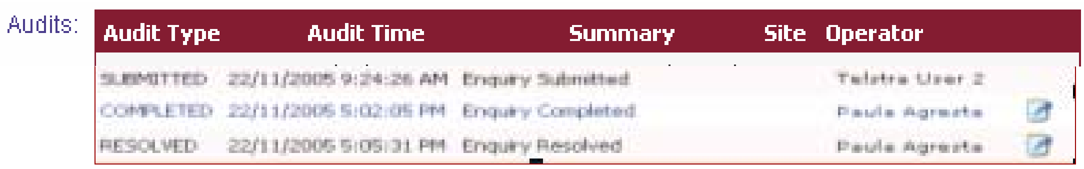


- A list of all your logged open and WIP enquires will appear.

11. Enquiry Audit History



- By selecting the icon next to the enquiry, you can view the audit history which will show you what stage your enquiry is at (below)
  - Submitted
  - Completed
  - Resolved (by National Customer Service)



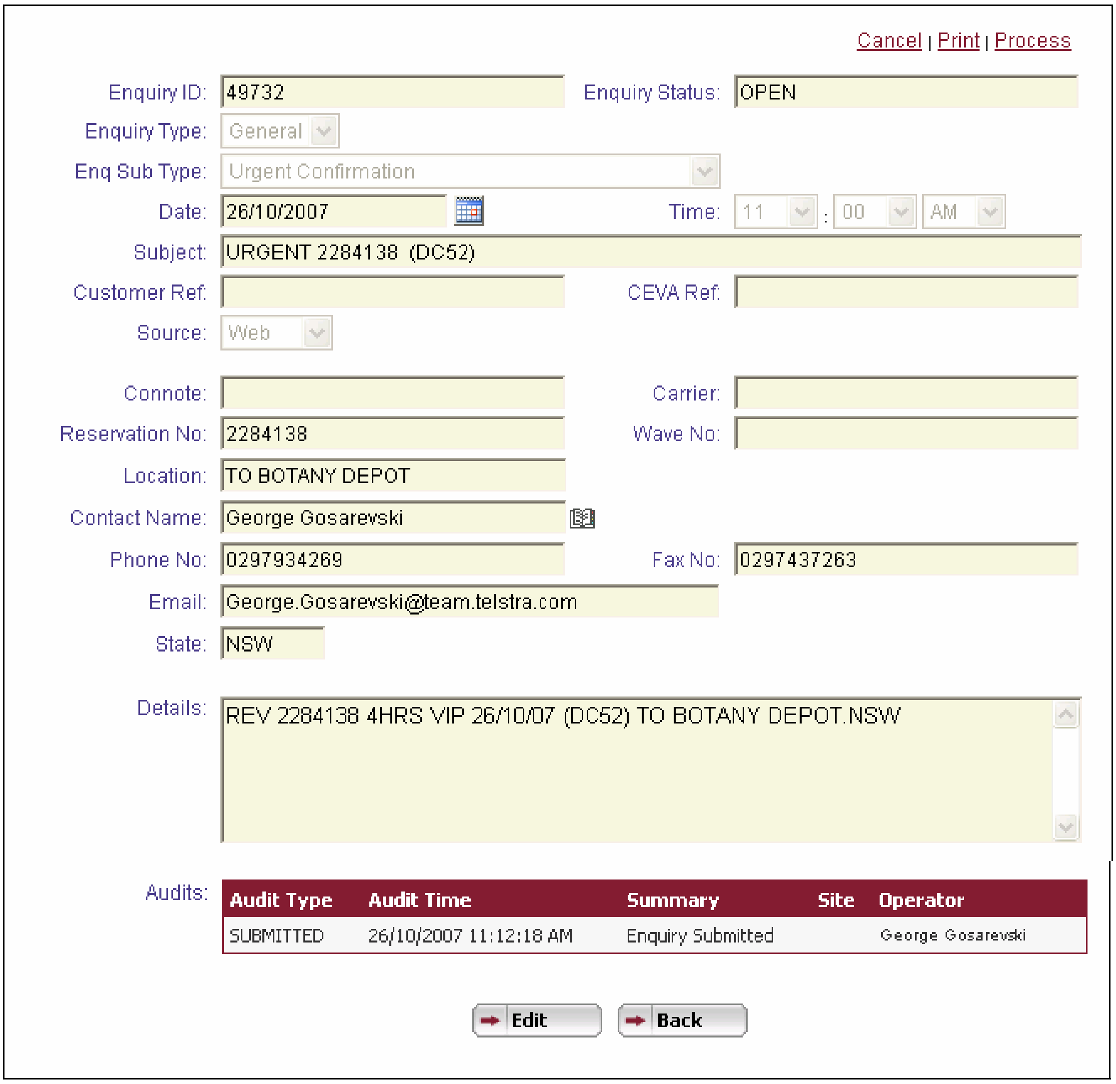
- To view completed/resolved audit notes on an enquiry, select the icon



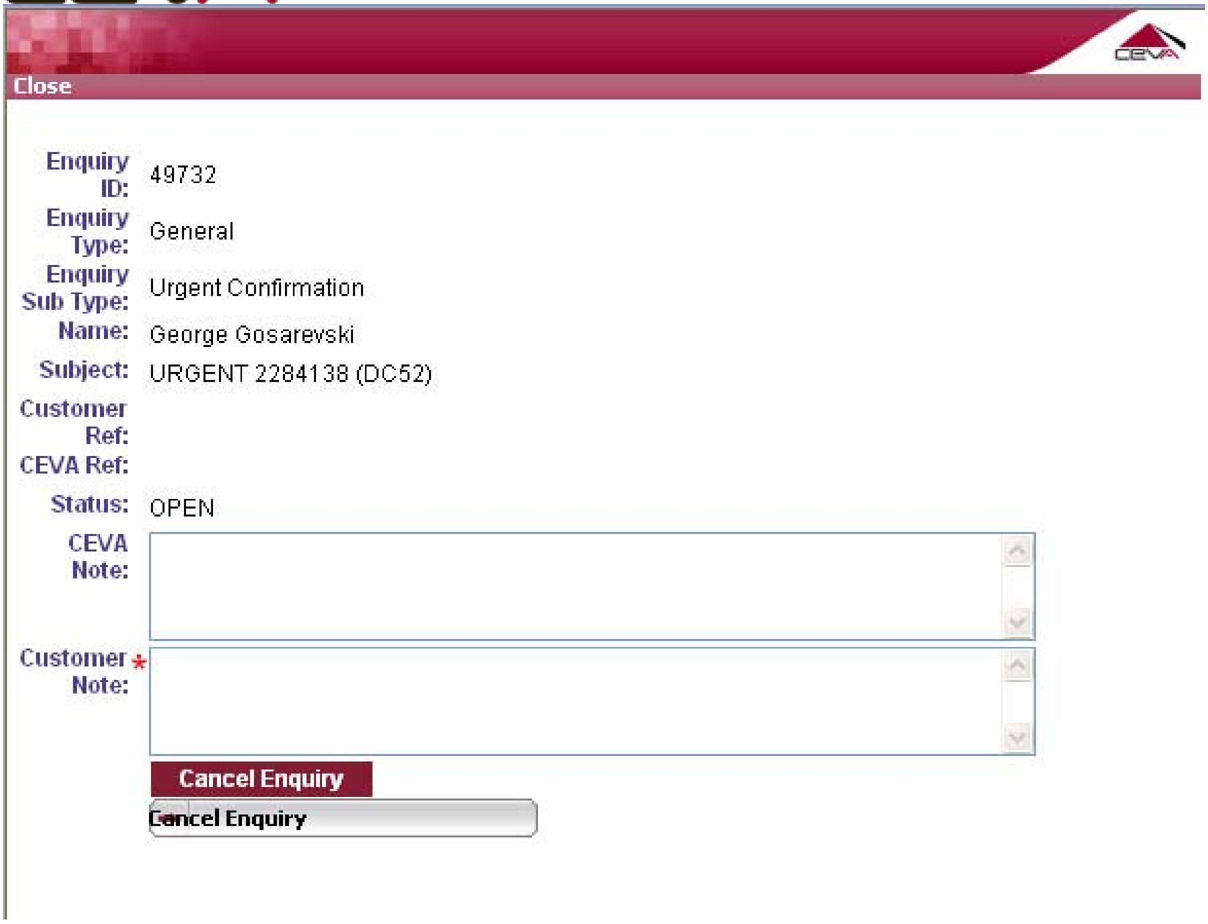
- The resolution to that enquiry will be inputted into the “notes” field

12. Cancel Enquiry

- An enquiry can be cancelled by the both the customer and National Customer Service, this function can only be used when the enquiry is at "Open" status.
- Select the icon next to the enquiry which is to be cancelled (remember the enquiry can only be at "Open" status)



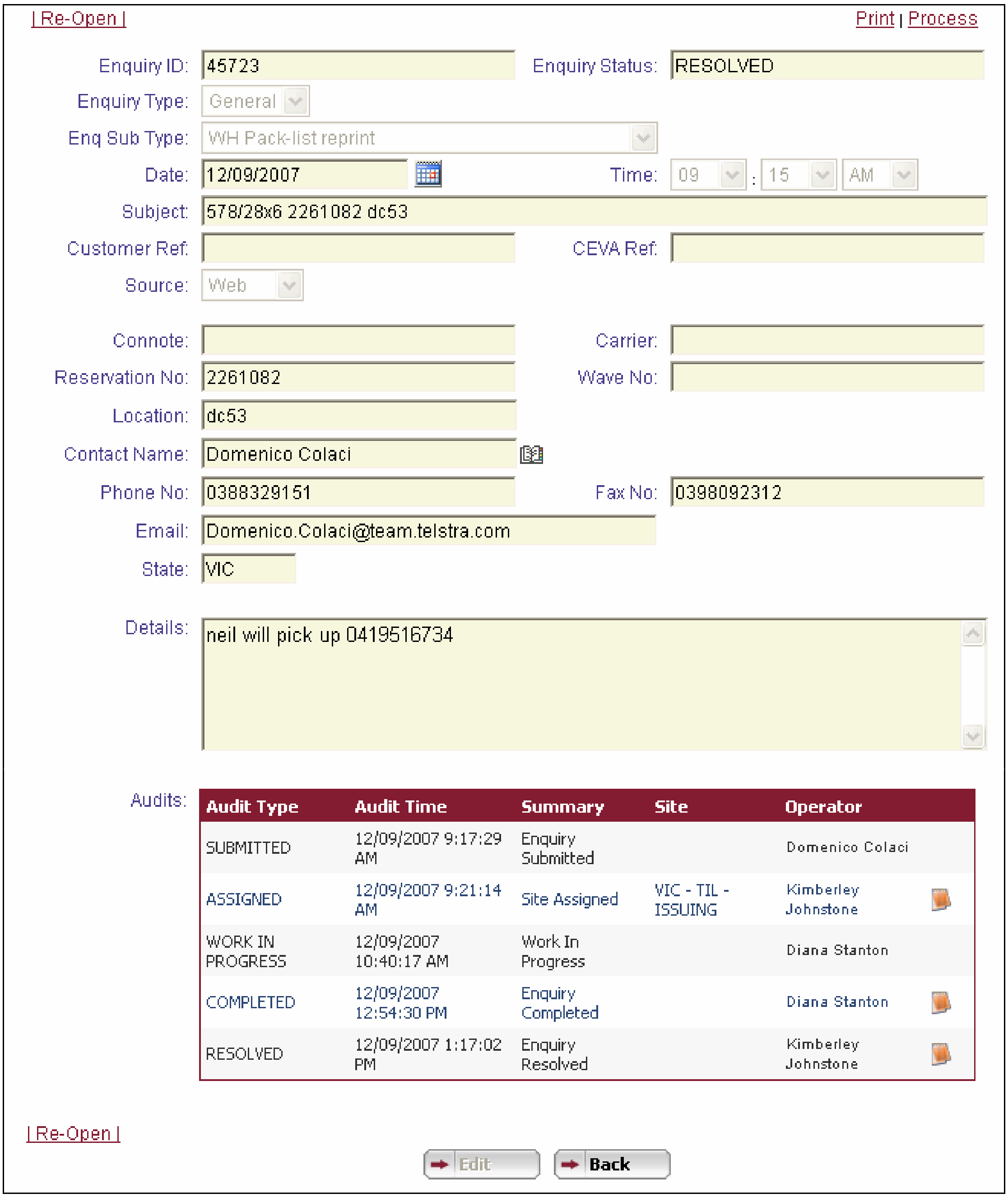
- Select the Cancel button.



- Enter reason for the enquiry being cancelled; once notes have been entered select “Cancel Enquiry”.
- The TEMS system will confirm the enquiry has been cancelled successfully, however an automated e-mail will be sent to your nominated e-mail address also confirming your enquiry has been cancelled.

13. Re-open a resolved enquiry

- Select the resolved enquiry you wish to open



| Re-Open |

Print | Process

Enquiry ID: 45723

Enquiry Status: RESOLVED

Enquiry Type: General

Enq Sub Type: WH Pack-list reprint

Date: 12/09/2007

Time: 09 : 15 AM

Subject: 578/28x6 2261082 dc53

Customer Ref:

CEVA Ref:

Source: Web

Connote:

Carrier:

Reservation No: 2261082

Wave No:

Location: dc53

Contact Name: Domenico Colaci

Phone No: 0388329151

Fax No: 0398092312

Email: Domenico.Colaci@team.telstra.com

State: VIC

Details: neil will pick up 0419516734

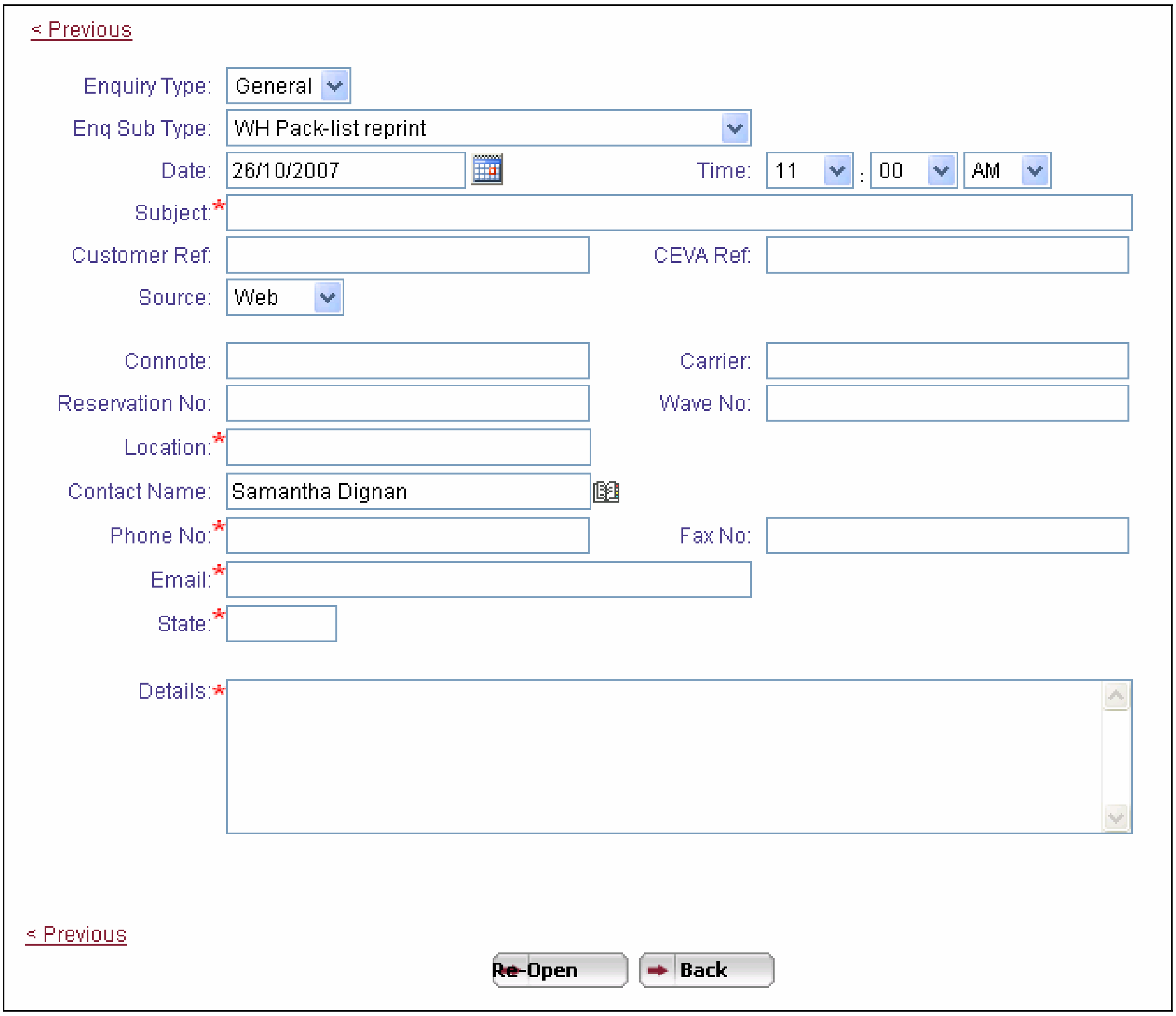
Audits:

Audit Type	Audit Time	Summary	Site	Operator
SUBMITTED	12/09/2007 9:17:29 AM	Enquiry Submitted		Domenico Colaci
ASSIGNED	12/09/2007 9:21:14 AM	Site Assigned	VIC - TIL - ISSUING	Kimberley Johnstone
WORK IN PROGRESS	12/09/2007 10:40:17 AM	Work In Progress		Diana Stanton
COMPLETED	12/09/2007 12:54:30 PM	Enquiry Completed		Diana Stanton
RESOLVED	12/09/2007 1:17:02 PM	Enquiry Resolved		Kimberley Johnstone

| Re-Open |

Edit | Back

- At this stage of the process the system will also allow you to print your resolved enquiry.
- Select the "Re-Open" link
- This will enable you to create a new enquiry linking it to a previous resolved enquiry


< Previous

Enquiry Type: General

Enq Sub Type: WH Pack-list reprint

Date: 26/10/2007 Time: 11 : 00 AM

Subject:*

Customer Ref: CEVA Ref:

Source: Web

Connote: Carrier:

Reservation No: Wave No:

Location:*

Contact Name: Samantha Dignan

Phone No:* Fax No:

Email:*

State:*

Details:*

< Previous

Re-Open Back

- Complete the new enquiry and select the “Re-open” button to save
- To view the previous enquiry it is linked to, select the “previous” link

14. Contingency

- In the event that the TEMS system is unavailable, Telstra are to contact National Customer Service to log an enquiry.
- CEVAL National Customer service can be contacted via fax, phone or email

Email: tntaulogcs@cevalogistics.com
Phone: 1800 800 936
Fax: 03 8562 4780

- If TEMS is unable to be accesses by the customer the contingency plan is to revert back to the manual form process.
- As a result of TEMS being unavailable the customer will be required to complete & submit an enquiry via the standard Telstra form and either fax or e-mail to national Customer Service for actioning.
- The following pages will include the current forms used which are available on the Telstra Intranet or via National Customer Service

CUSTOMER SERVICE ENQUIRY FORM

Date:		**Time:**		**CS Sequence number:**	

Connote:		**Carrier:**	
Reservation No:		**Wave No:**	
Business Unit:			
Location:			
Contact Name:			
Phone:		**Fax:**	

Enquiry Type:	
Details:	

ACTION & RESULT:			
Referred to:		**Call back time:**	
Date resolved:		**Resolved by (name):**	

Original to be kept by Customer Service. To be given to "Referred to" person for actioning and feedback to Customer Service.

FMTELSTRA02, 230704

REPRIORITISATION REQUEST FORM

To:	*CEVA – Customer Service (fax or email)*

Date of request:		**Time of request:**		**Required date:**	
Cost Centre:		**Cost Account:**		**DAC Number:**	

PLEASE REPRIORITISE THE FOLLOWING RESERVATIONS AND TREAT AS URGENT ORDERS:			
	Reservation # (Integral/Bacchus)	**Material #**	**Qty**
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

FOR ASSISTANCE, PLEASE CALL CUSTOMER SERVICE 1800 800 936

URGENTLY DELIVER TO: *Only complete if different to details in reservation*			
Attention:			
Address:			
Suburb:			
State:		**Post Code:**	
Phone:		**Mobile:**	
Deliver by: *(time)*	AM / PM	**Deliver by: *(date)***	

Signed:			
Print Name:			
Contact number:		**Contact fax:**	

FOR CEVA USE ONLY:					
Marc order #		**Time received into Marc**		**Courier/Connote reference #**	
Time despatched		**CS sequence #**		**Enquiry date**	

ADVICE OF MATERIAL DISCREPANCY OR DAMAGE

THIS FORM MUST BE SUBMITTED FOR ALL DISCREPANCIES

CS sequence #:	

To:	CUSTOMER SERVICE	**Phone:**	1800 800 936	**CEVA Site:**		**Site Fax number:**	

Contact Name:		**Phone:**		**Fax:**	
Address:				**Business Unit:**	

All information is supplied on packing list – please fill out all sections

ORDER #	LICENCE PLATE #	RESERVATION #	PLANT #	MATERIAL #	QTY ORDERED	QTY RECEIVED

INTEGRAL PROJECT & SUB PROJECT NUMBERS	BACCHUS ACTIVITY & PART

RELEVANT REMARKS/SUMMARY OF CEVA ACTIONS

CEVA Investigating Officer:		**Signature:**		**Date:**	

FMTELSTRA03, 200105

REQUEST FOR SHORT TIMEFRAME STORAGE (SUNDRY)

CEVAL Customer Service sequence	

Contact details for person responsible for Sundry material

Name | **Employee Number**

Address

Telephone Number	**Email Address**	**Cost Centre for Sundry Material**
Position	**Section**	**Business Unit**

Storage Requirements

New Storage:	YES	☐	NO	☐	**Ongoing Storage:**	YES	☐	NO	☐
State/Location:									

Material Description (Max 15 Characters – this is what will appear on the reports) | **Quantity**

*** Note: if more than 1 item enter the first item above then enter the additional items on the second page of this form*

Number of pallets:	**Value of total product:** $ *(approx value required)*
Are pallets standard? *(Standard Pallet size1.2mx1.2mx1.2m)*	*(if NO – please describe storage details and estimated size)*
Special storage or handling requirements:	
Reason for storage:	

*** Note: Storage beyond 6 months requires exceptional circumstances and detail as to why*

Storage start date: ____________________ **Storage end date:** ____________________

I acknowledge that the storage is for the period listed above and for any extension, I must re-apply before the period has ended and approval to extend is NOT AUTOMATIC and exceptional circumstances must be PROVEN first. I accept all costs associated with the storage, put away and handling costs incurred from CEVA for such storage. Storage costs will be dependant on the length of storage time.

Signature: ____________________ **Date:** ____________________

Send completed request form for authorisation prior to submission to CEVAL

Telstra Vendor/ Regional Logistics Manager Authorisation

This application for sundry storage has been approved for:	____________	**Months**
Date of Review and forwarding to CEVAL Business Manager:	____________	
Name:	____________________	
Position:	____________________	
Signature:	____________________	**Date:** ____________

FMTELSTRA04, 230704

****Send authorised form to CEVAL Business Manager at relevant site****

CEVA Warehousing Use Only				
Date received:			**Date created as sundry:**	
Date customer notified:				
Authorising officer's name:			**Authorising officer's signature:**	

Additional Items

2. **Material Description (Maximum 15 Characters)** **Quantity**

3. **Material Description (Maximum 15 Characters)** **Quantity**

4. **Material Description (Maximum 15 Characters)** **Quantity**

5. **Material Description (Maximum 15 Characters)** **Quantity**

6. **Material Description (Maximum 15 Characters)** **Quantity**

7. **Material Description (Maximum 15 Characters)** **Quantity**

8. **Material Description (Maximum 15 Characters)** **Quantity**

9. **Material Description (Maximum 15 Characters)** **Quantity**

10. **Material Description (Maximum 15 Characters)** **Quantity**

11. **Material Description (Maximum 15 Characters)** **Quantity**

12. **Material Description (Maximum 15 Characters)** **Quantity**

13. **Material Description (Maximum 15 Characters)** **Quantity**

14. **Material Description (Maximum 15 Characters)** **Quantity**

15. **Material Description (Maximum 15 Characters)** **Quantity**

REQUEST FOR TRANSPORT OR AD-HOC SERVICE

CEVA Reference Only:					
Connote number:		CS Sequence #:		Date/Time request received:	
CEVAL Dispatchers Name:		Signature:		Date:	

ALL FIELDS MUST BE COMPLETED

Name:			Company Name:				
Phone:		Fax:		Date:		Time:	

Pick up details:					
Company/Depot Name:		Address:			
Contact:		Required pick up date:		Phone:	

Receivers details:					
Company/Depot Name:		Address:			
Contact:		Required delivery date:		Phone:	

Consignment details:

Description of Goods	Cost Centre number (6 alpha numeric) <u>or</u> WBS number (up to 24 alpha numeric)<u>or</u> Network & Activity number (7 & 4 alpha numeric)	PO number	# of items	Weight	Cubic (cm x cm x cm) L (cm)	W (cm)	H (cm)

Note for CEVAL PARTS entry:-Where request references WBS or NAC only, then insert default cost centre: WBSNAC

Dangerous goods: *(This section MUST be completed. If YES, provide details in Special Requirements section below)*	YES ☐	NO ☐
Additional Insurance required?: *(Standard cover is $10,000 per consignment or $500,000 per linehaul manifest)*	YES ☐ $	NO ☐

Special Requirements/Instructions:

FMTELSTRA05, 300605

WBS and NAC Parts Connote Process

Telstra have commenced requesting some of their Vendors to enter in the WBS or NAC details into the updated Telstra Request for Transport Form (FMTELSTRA05).

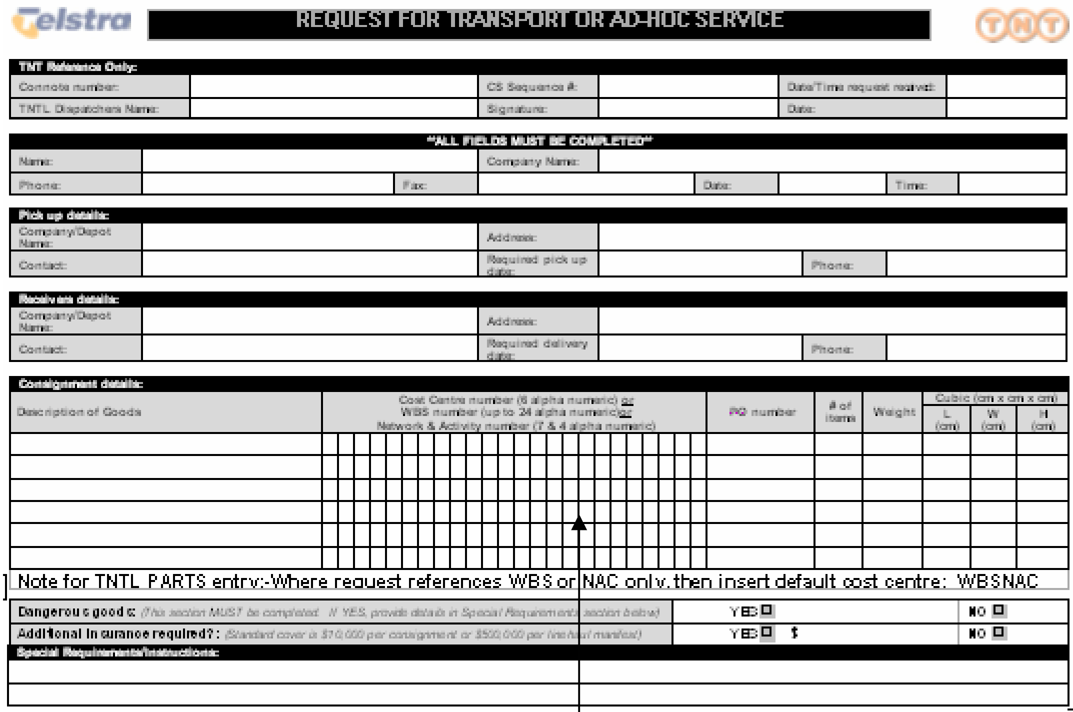
As per standard process the forms are to be sent to the local CEVA Depot, responsible for picking up and cross docking these Telstra materials.

Recently changes were made to Parts manually created connotes, for Telstra Account TS1000, whereby the “Item Reference” field of the connote was made mandatory.

This field is to be populated with the WBS or NAC number, if supplied by the Telstra Vendor. In these instances, a generic Cost Centre of “WBSNAC” should be entered in the Cost Centre field of the Parts Connote.

Where there is no WBS or NAC supplied by the Telstra Vendor, current Parts process should be followed, with the word “NA”, entered in the Item Reference field of the Parts connotes.

This process only applies to Telstra (TS1000) Parts connotes.


Telstra REQUEST FOR TRANSPORT OR AD-HOC SERVICE TNT

TNT Reference Only:					
Connote number:		CS Sequence #:		Date/Time request received:	
TNTL Dispatchers Name:		Signature:		Date:	

ALL FIELDS MUST BE COMPLETED							
Name:			Company Name:				
Phone:		Fax:		Date:		Time:	

Pick up details:					
Company/Depot Name:		Address:			
Contact:		Required pick up date:		Phone:	

Receivers details:					
Company/Depot Name:		Address:			
Contact:		Required delivery date:		Phone:	

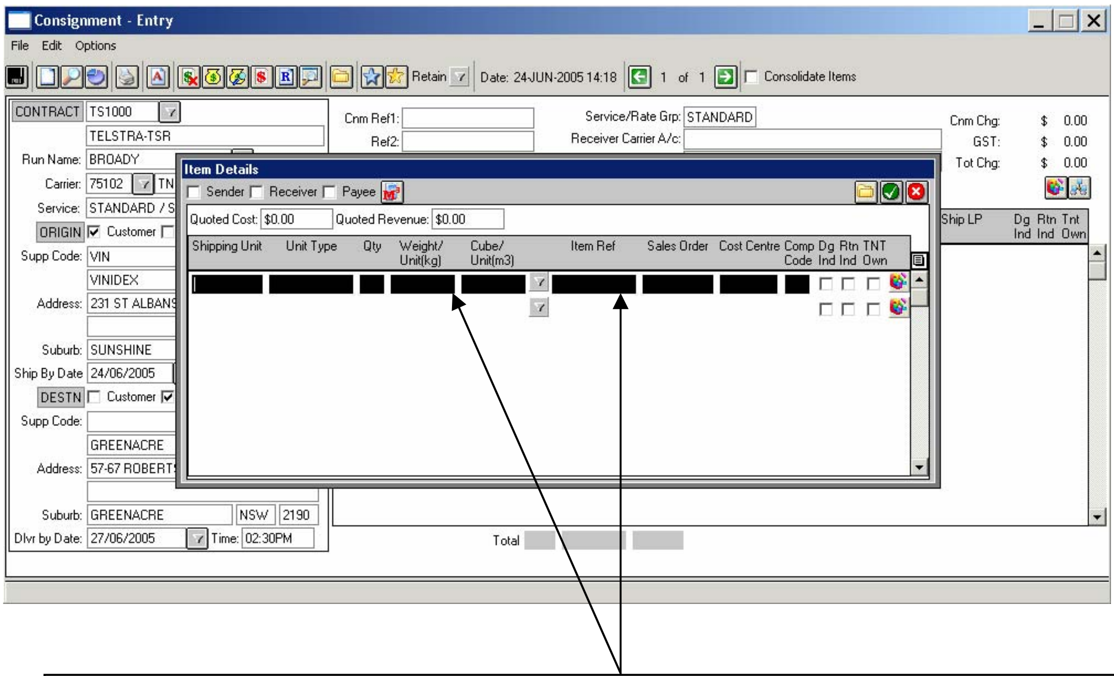
Consignment details:							
Description of Goods	Cost Centre number (6 alpha numeric) or WBS number (up to 24 alpha numeric) or Network & Activity number (7 & 4 alpha numeric)	PO number	# of items	Weight	Cubic (cm x cm x cm) L (cm)	W (cm)	H (cm)

Note for TNTL PARTS entry:-Where request references WBS or NAC only, then insert default cost centre: WBSNAC

Dangerous goods: (This section MUST be completed. If YES, provide details in Special Requirements section below)	YES ☐	NO ☐
Additional insurance required?: (Standard cover is $10,000 per consignment or $500,000 per line haul manifest)	YES ☐ $	NO ☐
Special Requirements/Instructions:		

The WBS or NAC will appear in this area

WBS and NAC Parts Connote Process



The WBS or NAC or the word "NA", should be entered here depending on information supplied. Where the WBS or NAC has been supplied and entered in the Parts connote, a Cost Centre of WBSNAC, should be entered in the Cost Centre field of the Parts

All other Parts Entry is to remain as current. If no WBS or NAC supplied, current process applies.